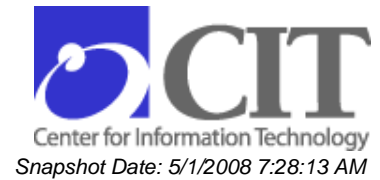


Customer Service Report for HSB

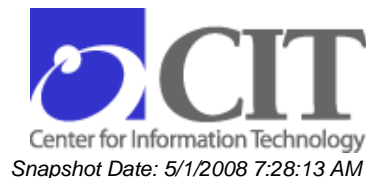
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	0	0	0	1	0	0	0	0	1	0	3
Edit Account	0	3	0	0	0	0	0	3	0	0	9
Register/Open	0	1	0	0	0	0	0	1	0	0	7
Application Support											
COTS- Other/Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Sharepoint-General Information	1	0	0	0	0	0	0	0	1	0	5
Sharepoint- License/Purchase	1	0	0	0	0	1	0	0	0	0	0
Sharepoint- Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
Web Apps- Troubleshoot	1	0	0	0	0	1	0	0	0	0	0
ASR											
Oracle	0	0	0	20	0	2	0	0	18	0	0
Other	2	0	0	100	0	17	0	0	85	0	0
SQL	0	0	0	4	0	0	0	0	4	0	0
Unix	0	0	0	182	0	27	0	0	155	0	0
Windows	0	1	0	27	0	6	0	0	21	1	0
Back Office Support											
Backup/Restore	5	1	0	1	0	0	0	0	7	0	5
Create DL	0	2	0	0	0	0	0	2	0	0	8
Create Server Service	1	0	0	0	0	0	0	0	1	0	5
Permissions/Shares	11	0	0	0	0	1	0	0	10	0	6
Troubleshoot	1	0	0	0	0	0	0	0	1	0	4
Web Hosting	1	0	0	0	0	0	0	0	1	0	12
CIT Categories											
General Info	1	0	0	0	0	0	0	0	1	0	5

Customer Service Report for HSB

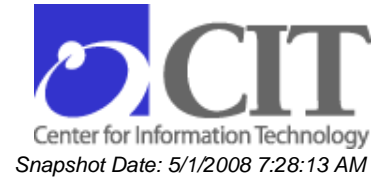
For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Connectivity											
Data lines	0	1	0	0	0	0	0	0	0	1	0
TCP/IP	0	7	0	0	0	0	0	0	0	7	0
Email											
MS Outlook	1	0	0	0	0	0	0	0	1	0	7
EOS											
User Applications	0	1	0	0	0	0	0	0	1	0	0
General Information											
Inquiry	2	0	0	0	0	0	0	0	2	0	6
Hardware											
General Info	0	1	0	0	0	0	1	0	0	0	0
Printers/Request	1	0	0	0	0	1	0	0	0	0	0
Printers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	17
Servers/Config/Setup	0	1	0	0	0	1	0	0	0	0	0
Local LAN											
LocalLAN/Connectivity	0	1	0	0	0	0	0	0	1	0	0
NIH Data Center											
Aperture Vista	0	1	0	0	0	0	1	0	0	0	0
NIH Services											
Other	1	0	0	0	0	1	0	0	0	0	0
NIHnet											
Maintenance-Bldg 12 Data Center	0	1	0	0	0	0	1	0	0	0	0
Network Sec-Other	1	0	0	0	0	1	0	0	0	0	0
Server Support-DNS	1	0	0	0	0	1	0	0	0	0	0
Web Site Issue (non-CIT)											
Development	2	0	0	0	0	0	0	0	2	0	10
Inaccessible	2	0	0	0	0	0	0	0	2	0	5

Customer Service Report for HSB

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	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Other	2	0	0	0	0	0	0	0	2	0	5
Grand Total:	41	22	0	335	0	62	3	6	318	9	1

Total Tickets Closed:	333
Total Tickets Assigned/Pending/Checked Out:	65
Total Tickets Created:	398